

## **CUSTOMER RELATIONS SUPERVISOR**

## **Purpose:**

To actively support and uphold the City's stated mission and values. To plan, organize and supervise the operation of the City's 311 Call Center to include telephone and counter services as well as perform a variety of administrative duties.

## **Supervision Received and Exercised:**

Receives general supervision from the Neighborhood Services Manager or from other management staff.

Exercises direct supervision over assigned clerical office staff.

## **Essentials Functions:**

Duties may include, but are not limited to, the following:

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for support staff; implement policies and procedures; plan, prioritize, assign, supervise and review the work of staff involved in providing 311 services.
- Respond to inquiries from the general public, City Council, senior management team and other sources to resolve customer complaints.
- Participate in the selection of staff; work with employees to correct performance deficiencies; implement disciplinary procedures; schedule staff to ensure optimal service levels are maintained; provide or coordinate staff training or training for other groups as required.
- Evaluate operations and activities of assigned areas of responsibility; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate and assist in the administration of the 311 Call Center; research, compile, analyze, and prepare statistics regarding operational efficiency and effectiveness; and make recommendations for service improvement and enhancement.

Effective April 2010 Page 1 of 2

CITY OF TEMPE

Customer Relations Supervisor (continued)

• Prepare the section budget and administration; prepare cost estimates for budget recommendations; submit justification for budget items; recommend expenditure

requests; maintain inventory supplies; monitor and control expenditures.

• Perform related duties as assigned.

**Minimum Qualifications:** 

**Experience:** 

One year of direct supervisory experience over an administrative or customer service area is required as well as four years of increasingly responsible customer service

experience, preferably involving public services.

**Education:** 

Equivalent to an Associate's degree from an accredited college or university with coursework in accounting, business or a degree related to the core functions of this

position.

**Licenses/Certifications:** 

None

**Examples of Physical and/or Mental Activities** 

Operate city vehicles

Work in a stationary position for considerable periods of time

• Operate computers, calculators and other office machines using repetitive hand/eye

movement

Considerable reading and close vision work

May require working extended hours

Competencies:

(Pending)

Job Code: 471

Status: Exempt / Classified

Effective April 2010 Page 2 of 2